

## **Hai Yan Ma**

1331 Stockton Street,  
San Francisco, CA 94133

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### **Skills and Qualifications**

- Over 15 years of experience in providing customer service
- Able to communicate with customers effectively
- Knowledge of how to make a place presentable

### **Work Experience**

Waitress 09/2005-Present  
Yank Sing San Francisco, CA

- Greet customers and answer any questions they have
- Bring the water, tea, and other drinks to the patrons
- Clear dirty dishes as the customers finish eating
- Explain and suggest different kinds of food to customers

Waitress 12/2008-4/2017  
Sushi Restaurant San Francisco, CA

- Explain the different kinds of sushi to customers
- Take down the order for customers
- Answer questions that customers have about food and drink

### **Education**

City College of San Francisco, San Francisco, CA  
Hospitality Vocational Training Program, 08/2016-03/2017  
Charity Cultural Services Center 2008  
Bartender Training Program

Technology College, China 09/1997-07/1999  
Associate Degree

Guan Hai High School, China 09/1995-07/1997  
High School Diploma